

**U.S. EMBASSY KUWAIT
VACANCY ANNOUNCEMENT NO. 035-15**

OPEN TO: ALL INTERESTED CANDIDATES

POSITION: Official Title: Telecom Technician
Working Title: Mobile Smart and Cellphone Coordinator
FSN-0615-05*; FP-09**

OPENING DATE: June 29, 2015

CLOSING DATE: July 23, 2015

WORKING HOURS: FULL-TIME; 40 hours/week

SALARY: Full Performance Level:
Not-Ordinarily Resident (NOR):
Position Grade: FP-09 (Starting Salary)
US\$ 32,498 p.a.
(** Final grade/salary to be determined by HR/OE – NEA/EX/HRD)

Ordinarily Resident (OR): KD 6,446 p.a. (Starting Salary)
(Position Grade: FSN-05)
* Actual grade and salary will be based on the qualifications of the applicant.

IMPORTANT NOTE

All U.S. Citizens (USEFMs, EFM's or MOHs as defined below) of U.S. Government Employees assigned to the Mission and under Chief of Mission (COM) authority are eligible for consideration. A U.S. Citizen EFM does not have to be residing in country to be considered but the sponsoring officer under COM authority does have to be officially assigned to post.

ALL ORDINARILY RESIDENT (OR) APPLICANTS (See Appendix A) MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

The U.S. Embassy in Kuwait is seeking an individual for employment in the position of Mobile Smart and Cellphone Coordinator in the Information Management Office.

BASIC FUNCTION OF THE POSITION

Under the general direction of the Information Management Officer, the incumbent of this position operates as the principal employee in the mission to coordinate directly with the local cellphone companies on all issues relating to order processing, managing, troubleshooting cellphones and future mobile applications, smart phones, Blackberry, IPAD/NotePad and other voice and data related issues.

Duties Include

- Responsible for checking, processing and maintaining the accounts of all official Blackberries, iPhones, Smart Phones, IPAD/Note Pad and other wireless devices and Internet, Open Net emails for the American Embassy in Kuwait.
- Serves as the mobile smart and cellphone coordinator for all issues associated with Embassy mobile smart and cellphone data.

- Coordinates with Procurement for each new service and with the Financial Management Center and the local company on the resolution of any billing issues.
- Maintains database of all cell phones/smart phones and tablets inventory, assignments and bills.
- Liaises with cellphone companies to maintain a very close working relationship with the management officials of local companies, in order to expedite the day-to-day requests relating to installation and services, accounts and billing.
- Serves as the customer point of contact for all issues relating to Smart Phones, cell phones, Blackberries, and other communication devices.
- Requests, processes, issues and returns official cell phones and Blackberries, etc.
- Responsible for equipment loss/repair/replacement. The position will be responsible for working with the Technicians and/or the Information Systems Center to deal with equipment issues.

(NOTE: A copy of the complete position description listing all duties and responsibilities is available in the Human Resources Office.)

QUALIFICATIONS REQUIRED

All applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item.

1. Completion of high school education.
2. Two years experience in computer software and hardware, smart phones, wireless technology and Windows System administration.
2. Level III (good working knowledge) Speaking/Reading/Writing English and Level II (speaking/ Reading / Writing) Arabic. Language skills will be tested.
3. This position requires Knowledge of the various business office environments in order to perform duties relating coordination and collaboration. Knowledge of the local company's procedures and practices is needed in order to expedite requests for services and resolution of billing and accounting problems.

SELECTION PROCESS

When fully qualified, U.S. Citizen Eligible Family Members (USEFMs) and U.S. Veterans are given preference. Therefore, it is essential that the candidate specifically address the required qualifications above in the application.

NOTE: Only qualified applicants will be called for a test/interview.

ADDITIONAL SELECTION CRITERIA

1. Management will consider nepotism/conflict of interest, budget and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.
4. Currently employed U.S. Citizen EFMs who hold a Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
5. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment unless currently hired into a position with a When Actually Employed (WAE) work schedule.

TO APPLY

Interested applicants for this position **must** submit the following for consideration of the application:

1. Universal Application for Employment (UAE) as a Locally Employed Staff or Family Member (DS-174), which is available on the Embassy's websites:
<http://nea.p.state.sbu/sites/kuwait> ; <http://kuwait.usembassy.gov> **OR**
2. A current résumé or curriculum vitae that provides the same information found on the UAE (DS-174) (see Appendix B); **OR**
3. A combination of both (i.e., Sections 1-24 of the UAE along with the listing of the applicant's work experience attached as a separate sheet; **AND**
4. Copy of high school certificate/university degree (per the qualification requirement above); **AND**
5. Copy of the Civil ID and passport (including the residence permit page); **PLUS**
6. Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application. Candidates who claim conditional U.S. Veterans preference must submit documentation confirming eligibility for a conditional preference in hiring with their application.

SUBMIT APPLICATION (BEFORE THE CLOSING DATE) TO:

Human Resources Office
U.S. Embassy Kuwait
Bayan, Block 13, Al-Aqsa Mosque Street

OR

Email the application to: HROKuwait@state.gov

NOTE: Incomplete or late applications will not be considered.

POINT OF CONTACT

Human Resources Office
Telephone: 2259-1001

CLOSING DATE FOR THIS POSITION: COB July 23, 2015

The U.S. Mission in Kuwait provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices and/or courts for relief.

Appendix A

DEFINITIONS



This diagram demonstrates how an Appointment Eligible Family Member (AEFM) is also a U.S.- citizen Eligible Family Member (USEFM) as well as an Eligible Family Member (EFM).

- 1. Eligible Family Member (EFM):** An individual related to a U.S. Government employee in one of the following ways:
 - Spouse or same-sex domestic partner (as defined in [3 FAM 1610](#));
 - Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term shall include, in addition to natural offspring, stepchildren and adopted children and those under legal guardianship of the employee or the spouse when such children are expected to be under such legal guardianship until they reach 21 years of age and when dependent upon and normally residing with the guardian;
 - Parent (including stepparents and legally adoptive parents) of the employee or of the spouse, when such parent is at least 51% dependent on the employee for support;
 - Sister or brother (including stepsisters and stepbrothers or adoptive sisters or brothers) of the employee, or of the spouse, when such sibling is at least 51% dependent on the employee for support, unmarried and under 21 years of age, or regardless of age, incapable of self-support.

2. **U.S. Citizen Eligible Family Member (USEFM)**: For purposes of receiving a preference in hiring for a qualified position, an EFM who meets the following criteria:

- U.S. Citizen; and,
- EFM (see above) at least 18 years old; and,
- Listed on the travel orders of a direct-hire Foreign, Civil or uniformed service member assigned to or stationed abroad with a USG agency that is under COM authority, or at an office of the American Institute in Taiwan; and either:
 - a) Resides at the sponsoring employee's or uniformed service member's post of assignment abroad or at an office of the American Institute in Taiwan; or
 - b) Resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2.

3. **Appointment Eligible Family Member (AEFM)**: EFM (see above) eligible for a Family Member Appointment for purposes of Mission employment:

- Is a U.S. citizen; and
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610) or a child of the sponsoring employee who is unmarried and at least 18 years old; and
- Is listed on the travel orders or approved Form OF-126, Foreign Service Residence and Dependency Report, of a sponsoring employee, (i.e., a direct-hire Foreign Service, Civil Service or uniformed service member who is permanently assigned to or stationed abroad at a U.S. mission, or at an office of the American Institute in Taiwan (AIT), and who is under chief of mission authority); and
- Is residing at the sponsoring employee's post of assignment abroad or, as appropriate, office of the American Institute in Taiwan.
- Does not receive a Foreign Service or Civil Service annuity.

4. **Member of Household (MOH)**: An individual who accompanies a direct-hire Foreign, Civil or uniformed service member permanently assigned or stationed at a U.S. Foreign Service post or establishment abroad, or at an office of the American Institute in Taiwan. An MOH is:

- Not an EFM; and,
- Not on the travel orders of the sponsoring employee; and,
- Has been officially declared by the sponsoring USG employee to the COM as part of his/her household.

An MOH is under COM authority and may include a parent, unmarried partner, other relative or adult child who falls outside the Department's current legal and statutory definition of family member. An MOH does not have to be a U.S. Citizen.

5. Not Ordinarily Resident (NOR) – An individual who:

- Is not a citizen of the host country; and,
- Does not ordinarily reside (*OR*, see below) in the host country; and,
- Is not subject to host country employment and tax laws; and,
- Has a U.S. Social Security Number (SSN).

NOR employees are compensated under a GS or FS salary schedule, not under the LCP.

6. Ordinarily Resident (OR) – A Foreign National or U.S. citizen who:

- Is locally resident; and,
- Has legal, permanent resident status within the host country; and,
- Is subject to host country employment and tax laws.

EFMs without U.S. Social Security Numbers are also OR. All OR employees, including U.S. citizens, are compensated in accordance with the Local Compensation Plan (LCP).

Appendix B

If an applicant is submitting a resume or curriculum vitae, s/he must provide the following information equal to what is found on the UAE. **Failure to do so will result in an incomplete application.**

- A. Position Title
- B. Position Grade
- C. Vacancy Announcement Number (if known)
- D. Dates Available for Work
- E. First, Middle & Last Names as well as any other names used
- F. Current Address, Day, Evening and Cell phone numbers
- G. U.S. Citizenship Status (*Yes or No*) & status of permanent U.S. Resident (*Yes or No*; if yes, provide number)
- H. U.S. Social Security Number and/or Identification Number;
- I. Eligibility to work in the country (*Yes or No*)
- J. Special Accommodations the Mission needs to provide (*Yes or No; if yes, provide explanation*)
- K. If applying for position that includes driving a U.S. Government vehicle, Driver's License Class/Type
- L. Days available to work
- M. List any relatives or members of your household that work for the U.S. Government (include their Name, Relationship;, Agency, Position, Location)
- N. U.S. Eligible Family Member and Veterans Hiring Preference
- O. Education

P. License, Skills, Training, Membership & Recognition

Q. Language Skills

R. Work Experience

S. References